

QUALITY ASSURANCE SURVEILLANCE PLAN
WHEELCHAIR TRANSPORT SERVICES
SIOUX FALLS VA HEALTH CARE SYSTEM
SOLICITATION: VA263-16-Q-0061

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored?
- How monitoring will take place?
- Who will conduct the monitoring?
- How monitoring efforts and results will be documented?

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

2. GOVERNMENT AND CONTRACTOR ROLES AND RESPONSIBILITIES

Contracting Officer (CO) - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance. Assigned CO: Greg Johnson.

Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Assigned Primary COR: Barbara Purdy; Alternate COR: Steven Westhoff.

The Contractor shall assign an employee to serve as the Contractor's Program Manager (CPM) for this contract. The CPM shall be the Point of Contact (POC) for the CO and the COR with regards to the Government's surveillance of the contractor's performance. The Assigned CPM: TBD.

3. PERFORMANCE REQUIREMENT STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Government shall use the standards below to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

INDICATOR	STANDARD	ACCEPTABLE QUALITY LEVEL	METHOD OF SURVEILLANCE	INCENTIVE
Vehicle and Driver Inspection	All vehicles used in the performance of the contract shall be inspected yearly, it is expected that 95% of the vehicles pass inspection in accordance with the PWS and inspection checklist. Contractor is expected to provide all required training certificates and driving record information on drivers performing work under this contract.	95%	On-Site Inspection	Positive Contractor Performance Evaluation
Customer Service	Less than 2 complaints on service per quarter.	90%	Customer Satisfaction Surveys and Customer Complaints	Positive Contractor Performance Evaluation

4. METHODS OF QA SURVEILLANCE

- a. Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.
- b. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.)

- c. USER SURVEY. (Combines elements of validated user complaints and random sampling. Random survey is conducted to solicit user satisfaction. May also generate inspections and sampling.)
- d. VALIDATED USER/CUSTOMER COMPLAINTS. (Relies on the patient to identify deficiencies. Complaints are then investigated and validated.)
- e. 100% INSPECTION. (Evaluates all outcomes.)
- f. RANDOM SAMPLING. (Designed to evaluate performance by randomly selecting and inspecting a sample of cases and performance monitoring reports.)

5. Ratings

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The element being assessed contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.
Marginal	Performance does not meet some contractual requirements. The element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions.
Satisfactory	Performance meets contractual requirements. The element being assessed contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The element being assessed was accomplished with minor problems for which actions taken by the contractor were effective.
Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

6. Document Performance

- a. Acceptable Performance: The Government will document positive performance in the Contractor Performance Assessment Report (CPAR) system by assigning a rating of Satisfactory, Very Good, or Exceptional.
- b. Unacceptable Performance: The Government will document negative performance in the Contractor Performance Assessment Report (CPAR) system by assigning a rating of Marginal or Unsatisfactory.

When unacceptable performance occurs, the COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's program manager.

The contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the contractor has to present this corrective action plan to the COR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

7. Frequency Management

- a. Frequency of Measurement: During contract performance, the COR will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.
- b. Frequency of Performance Assessment Meetings: The COR shall meet with the contractor bi-annually to assess performance and shall provide a written assessment.